Jatin Saraiya

Director, Hayagreeva Consulting Pte. Ltd

✉ jatin_saraiya@yahoo.com   📷 https://sjatin.com   📱+65-82080210

Professional Summary

Accomplished technology leader with 12+ years of experience driving customer success, enterprise solution delivery, and digital transformation across global organizations. Proven ability to partner with C-level executives to shape technical strategy, mitigate risks, and maximize ROI from enterprise platforms. Skilled at leading cross-functional teams in matrixed environments, building governance frameworks, and ensuring alignment between customer objectives and solution roadmaps. Recognized for delivering scalable, innovative solutions that enhance customer experience, optimize processes, and influence product evolution

Core Competencies

- Executive Stakeholder Engagement
- Customer Advocacy & Success
- Enterprise Solution Delivery
- Enterprise Content Management (ECM)
- Digital Transformation & Strategy
- Cross-Functional Leadership
- Governance & Risk Mitigation
- Adobe Experience Manager (AEM) Solutions
- Agile & Global Team Leadership

Technical Skills

- **CMS & ECM (Enterprise Content Management) Technologies:** OpenText Web CMS formerly known as OpenText TeamSite, Adobe Experience Manager: Sites, HumanMade Altis, WordPress.
- **Application Servers:** Apache Tomcat, IBM WebSphere Application Server, Red Hat JBoss EAP, Oracle Weblogic.
- **Search Engines:** Apache Solr, Elastic search
- **Programming Languages:** Java, JSP, PHP, Perl, Lucene, XSLT, XML, SQL
- **Databases:** MS-SQL, MySQL, Oracle, PostgreSQL
- **Server Operating Systems:** Microsoft Windows, Red Hat Linux, Solaris.
- **Cloud & DevOps:** AWS, Azure, Docker, Jenkins
- **Code Repositories:** GitHub, SVN

Professional Experience

Director, Hayagreeva Consulting Pte. Ltd.

Singapore | May 2021 – Present

- Lead global engagements as the Technical Account Manager for the clients across the APAC region, ensuring seamless adoption and optimization of ECM solutions.
- Drive customer success by aligning technical strategy with business objectives, mitigating risks, and optimizing platform investments.
- Oversee multi-solution and multi-discipline engagements, managing stakeholders across FinTech, Automation, and Marketing technology.
- Collaborate with various Partners, including Development, Engineering, and Product Management, to deliver customer-centric solutions.
- Advocate for clients, ensuring their needs and strategic objectives influence roadmap and process improvements.
- Develop and manage governance frameworks, review cycles, and engagement cadences across multiple business units and brands.

Practice Lead, Hayagreeva Consulting Pte. Ltd.

Singapore | April 2020 – May 2021

- Led customer engagements for digital onboarding and digital transformation projects across Apac Region for FinTech clients.
- Managed cross-functional teams, ensuring project alignment with strategic goals and technical excellence.
- Technical Account Manager for clients based in Singapore.
- Spearheaded process automation initiatives, improving operational efficiency and enhancing user experiences.
- Managed Demographically distributed development teams.

Senior Technical Consultant, Hayagreeva Consulting Pte. Ltd.

Singapore | March 2018 – April 2020

- Acted as a technical account manager for Standard Chartered Bank Singapore for ECM initiatives.
- Drove customer adoption of digital platforms, providing technical guidance and ensuring seamless integration with existing infrastructures.
- Developed mitigation plans for customer risks, optimizing investment and ensuring high availability of mission-critical applications.
- Provided expertise on cloud-based deployments and security best practices.
- Built rapid prototypes to test new ideas, accelerating innovation and solution validation for client needs.

Lead Consultant, Hayagreeva Consulting Pvt. Ltd.

Mumbai, India & Singapore | April 2015 – March 2018

- Managed enterprise content management solutions for financial institutions, ensuring scalable and secure deployments.
- Led the implementation of CMS solutions, supporting business operations and enhancing digital engagement strategies.
- Implemented Head-less CMS solution and strategies for Leading FinTech and Automative clients in India.

- Led the development team on client site.
- Delievered the ECM migration projects from OpenText TeamSite to other CMS products.

Senior Software Consultant, Hayagreeva Consulting Pvt. Ltd.

Mumbai, India | April 2014 – April 2015

- Delivered ECM and web content management solutions for global clients, improving digital experiences and system performance.

Software Consultant, Hayagreeva Consulting Pvt. Ltd.

Mumbai, India | April 2013 – April 2014

- Developed and optimized CMS solutions for banking and media clients, ensuring compliance with industry standards.
- Delivered ECM upgrade and migration projects, enhancing security and performance across platforms.

Management Trainee, Hayagreeva Consulting Pvt. Ltd.

Mumbai, India | August 2012 – April 2013

- Assisted in implementing web content management solutions for Media clients.
- Gained hands-on experience with OpenText TeamSite ECM platform.

Education

- B.E. in Computer Science & Engineering from K.I.T. College, Jamnagar (Batch: 2012) affiliated to Gujarat Technological University with C.G.P.A. of **7.71**.

- Completed H.S.C. in 2008 from The Sun Shine School, Jamnagar - affiliated to Gujarat Secondary and Higher Secondary Education Board.

- Completed S.S.C. in 2006 from G. D. Shah High School, Jamnagar - affiliated to Gujarat Secondary and Higher Secondary Education Board.

Certifications & Trainings

- Negotiation Strategies for Success – Lee Kuan Yew School of Public Policy, Singapore (Online)

- Adobe Digital Learning – AEM Sites (Classroom Training)

- Adobe Digital Learning – Fundamentals of Adobe Target (Online)

Personal Details

Date of Birth:	December 21, 1990
Nationality:	Indian
Marital Status:	Married
Passport Number:	T1656947
Singapore FIN:	G3258788M

Note: Resume with detailed project experience is available upon request.